

# COUNTY OF LOS ANGELES DISPUTE RESOLUTION PROGRAM

## 2017-2018 PROGRAM DIRECTORY



### **Los Angeles County Board of Supervisors**

Hilda Solis, First District  
Mark Ridley-Thomas, Second District  
Sheila Kuehl, Third District  
Janice Hahn, Fourth District  
Kathryn Barger, Fifth District

Cynthia D. Banks, Director, Workforce Development, Aging and Community Services  
(WDACS)

Robin S. Toma, Assistant Director, Human Relations Branch  
(Vacant), Program Manager, Human Relations Branch

Raymond Regalado, Project Supervisor, Dispute Resolution Program

3175 W 6<sup>th</sup> Street, Room 406, Los Angeles, CA 90020 • (213) 738-2621 • (213) 386-3995 Fax

# **LOS ANGELES COUNTY DISPUTE RESOLUTION PROGRAM (DRP)**

**FISCAL YEAR 2017-2018**

## **TABLE OF CONTENTS**

DISPUTE RESOLUTION PROGRAM (DRP) .....	3
PROVISION OF DISPUTE RESOLUTION SERVICES .....	3
WHAT KIND OF DISPUTES DO THE DRP CONTRACTORS HANDLE? .....	3
HOW DOES IT WORK? .....	3
WHAT DOES IT COST? .....	3
PROGRAM DEFINITIONS .....	4
TYPES OF CASES HANDLED .....	4

## **DRP CONTRACTORS**

ASIAN PACIFIC AMERICAN DISPUTE RESOLUTION CENTER .....	5
CALIFORNIA ACADEMY OF MEDIATION PROFESSIONALS .....	6
CALIFORNIA CONFERENCE FOR EQUALITY AND JUSTICE .....	7
CALIFORNIA LAWYERS FOR THE ARTS .....	8
CENTER FOR CONFLICT RESOLUTION .....	9
CENTINELA YOUTH SERVICES .....	10
CITY OF NORWALK DISPUTE RESOLUTION PROGRAM .....	11
KOREAN AMERICAN COALITION .....	12
LOS ANGELES COUNTY DEPARTMENT OF CONSUMER AFFAIRS .....	13
THE LOYOLA LAW SCHOOL CENTER FOR CONFLICT RESOLUTION .....	14
OFFICE OF LOS ANGELES CITY ATTORNEY .....	15-16

## **DISPUTE RESOLUTION PROGRAM (DRP)**

In 1986, the California Dispute Resolution Programs Act was signed into law. This law allows counties to fund alternative dispute resolution services from a portion of the filing fees collected for first papers in civil court actions. Currently, twelve (12) agencies are contracted to train and supervise mediators in Los Angeles County. These mediators' help people resolve their differences without the added cost of time and money required for full, formal court proceedings. Dispute resolution services are available at little or no cost to anyone who lives, works or operates in the county.

**THIS IS NOT A LEGAL SERVICE AND THE DRP NEUTRALS DO NOT REPRESENT EITHER PARTY INVOLVED**

### **PROVISION OF DISPUTE RESOLUTION SERVICES**

Twelve (12) Contractors provide a variety of dispute resolution services. The DRP services are provided by volunteer neutrals trained in accordance with the requirements specified in the DRP Act. Through a third party process, neutrals help parties look at all sides of a conflict and work with the parties to find an effective, fair and reasonable solution or agreement.

Participation in the process is voluntary and as a result each party has an equal investment in the process and outcome. The dispute resolution processes are, but not limited to: mediation, conciliation and arbitration. Communication and records heard or collected by the neutral/organization during the provision of services are confidential.

### **WHAT KIND OF DISPUTES DO THE DRP CONTRACTORS HANDLE?**

The types of disputes each agency assists with are described on the agency pages that follow in this directory. You can read each contractor's information and determine which agency best meets the needs of your particular dispute and call them directly. If you prefer, you may call the County DRP referral line at (213) 738-2621.

### **HOW DOES IT WORK?**

Call the DRP contractor and they will do an intake and assess your situation. If you decide to proceed with their process, they will contact the second party regarding the possibility of coming together to mediate (face-to-face) or conciliate (by phone) the dispute. When the second party voluntarily agrees to participate, the process begins and may take from 1 to 3 weeks to convene and may several hours or even several sessions to complete.

### **WHAT DOES IT COST?**

Services provided to Los Angeles County residents, workers or business owners are most often free. If there is a cost, it is based on a sliding scale and varies from contractor to contractor. There is no charge to the indigent or those who meet the financial qualifications for federal supplemental social security income benefits.

## PROGRAM DEFINITIONS

**Arbitration** is a voluntary adjudicative process in which a neutral person conducts a hearing, receives spoken and/or written evidence from the disputants and their witnesses, and renders a decision that may be binding or nonbinding depending on the consent of the disputants.

**Conciliation** is a process of independent communications between the disputants and a neutral person, most often by phone.

**Conflict Resolution** refers to the broader category of techniques for promoting agreement or a mutual understanding between individuals or groups.

**Mediation** is a process in which a neutral person(s) facilitates communication between the disputants to assist them in seeking to resolve a dispute.

## TYPES OF CASES HANDLED

**Business-Business (Private or Nonprofit):** Corporation issues, partnership issues, royalties, representative, copyright, division of profits, payments, debts, bankruptcy, contractors, subcontractors, real property.

**Consumer-Merchant:** Consumer goods, auto and other repairs, real estate transactions, misrepresentations, product complaint(s), home repairs, banks, collections (debtor-creditor).

**Family-Domestic:** Roommate, family relations, marriage (non-custodial/visitation issues) dissolution, husband-wife, parent-child, siblings.

**Government/Public Agency:** City, county, federal, social services, immigration, intergovernmental disputes, public policy, school boards, governing boards.

**Landlord-Tenant:** Unlawful detainer, notices (3-day pay/quit, 30-day change/terms), rent increase, change in rules, harassment, security deposits, refunds, amount disputes, maintenance/repairs, habitability, standards, rent withholding, repair and deduct, illegal entry, parking garages, late charges/fees/fines, lockout, lease agreements.

**Neighbor-Neighbor:** Trees, noise, barking dog, neighbor-community, property line, fences, partying, trash, maintenance of property, drugs, gangs, property damage (non-auto), harassment.

**Personal Injury/Property Damage:** Auto accidents, products, liability, malpractice, slip & fall accidents.

**Workplace Related:** Salary, working conditions, disputes between employees, discrimination, workers compensation, sexual harassment, other harassment.

**Youth/Schools:** Teacher-student, parent-teacher, student-student, administration-faculty, victim/offender, parent-teen.

## **Asian Pacific American Dispute Resolution Center**

1145 Wilshire Blvd, Suite 100, Los Angeles, CA 90017



The Asian Pacific American Dispute Resolution Center (APADRC) is a 501(c)(3) nonprofit organization that provides mediation and conflict resolution services to the diverse communities in the Los Angeles area. APADRC offers mediation and conflict resolution services in a variety of Asian languages, including Chinese, Korean, Japanese, Tagalog, Vietnamese (and sometimes Hindi and Urdu), as well as English and Spanish. Programs include Community Mediation, Divorce Mediation, Peer Mediation, Restorative Justice, and Conflict Resolution Training. APADRC seeks to ensure that clients are offered services in a culturally and linguistically appropriate manner so they can communicate effectively and resolve conflicts peacefully. Each of the programs works toward building healthy communication and conflict resolution skills at the individual and community level. APADRC's strength is diversity and expertise in bridging cultural divides and engaging diverse communities, spanning all demographic groups.

**Hours of Operation:** Monday – Friday • 9:00 a.m. – 5:00 p.m.

**Contact Information:** Jarling Ho, Executive Director  
Sean Dwyer, Community Program Coordinator  
Dennis Rodriguez, Restorative Justice Program Coordinator

**Phone:** (213) 250-8190

**Email:** [info@apadrc.org](mailto:info@apadrc.org)

**Fax:** (213) 250-8195

**Website:** [www.apadrc.org](http://www.apadrc.org)

**Description of Services Provided:** Community Mediation Program – This program helps people resolve conflicts outside of court. A neutral mediator will help individuals having a conflict.

**Restorative Justice Program** – Victim/Offender Mediation where offenders are referred by the criminal justice system (courts, judges, district attorneys, probation officers and police). This is an opportunity for both the victim and the offender to share their perspectives and help each other find closure from the crime by offering apologies and forgiveness and fair restitution.

**Peace Makers & Mediation (PM<sup>2</sup>)** – This program works in the schools to train students to be mediators so they can help their fellow students resolve conflicts without resorting to violence.

**Type of Disputes/Cases Served:** Community Mediation Program – Case types are housing (landlord/tenant, neighbor/neighbor), consumer/merchant (debt collection, hospital bills), workplace (wage disputes), family (parent/child, couples, divorce)

Restorative Justice Program – Criminal cases

Peace Makers & Mediators – Case types are bullying, rumors, fighting, jealousy, etc.

**Languages Served:** English, Spanish, Chinese, Korean, Japanese, Tagalog, Vietnamese, Thai

**Areas Served:** Alhambra, Altadena, Azusa, El Monte, Irwindale, La Puente, Pasadena, Pomona, San Dimas, San Gabriel Valley

**Fees Charged:** Community Mediation Program – \$20 administrative fee (waived for hardship)  
Restorative Justice Program – Free

**Special Service Locations:**

Herald Community Center

923 S San Gabriel Blvd

San Gabriel, CA 91776

Tuesdays, 10:00am – 12:00pm

San Gabriel Valley Service Center

1441 Santa Anita Ave

South El Monte, CA 91733

Days and times to be determined



## **California Academy of Mediation Professionals**

16501 Ventura Blvd, Suite 606, Encino, CA 91436

California Academy of Mediation Professionals (CAMP) is a non-profit organization dedicated to providing quality mediation services as an effective and efficient alternative to formal court proceedings for the resolution of disputes.

**Hours of Operation:** Monday – Friday • 8:00 a.m. – 5:00 p.m.

**Contact Information:** Wendy Wright, Director

**Phone:** (818) 377-7250

**Email:** [wendy@firstmediation.com](mailto:wendy@firstmediation.com)

**Fax:** (818) 784-1836

**Website:** [www.campmediation.org](http://www.campmediation.org)

**Description of Services Provided:** Day of hearing court mediations

**Type of Disputes/Cases Served:** Civil Harassment, Small Claims and Unlawful Detainer

**Languages Served:** English and Spanish (where available)

**Fees Charged:** None

**Service Locations:** Superior Court – CAMP Affiliated Courthouses

### **Chatsworth**

Chatsworth Courthouse  
9425 Penfield Ave  
Chatsworth, CA 91311

### **Compton**

Compton Courthouse  
200 West Compton Blvd  
Compton, CA 90220

### **Lancaster**

Michael Antonovich  
Antelope Valley Courthouse  
42011 4th Street West  
Lancaster, CA 93534

### **Long Beach**

Governor George  
Deukmejian Courthouse  
275 Magnolia  
Long Beach, CA 90802

### **Norwalk**

Norwalk Courthouse  
12720 Norwalk Blvd  
Norwalk, CA 90650

### **Pasadena**

Pasadena Courthouse  
300 East Walnut Ave  
Pasadena, CA 91101

### **Santa Monica**

Santa Monica Courthouse  
1725 Main Street  
Santa Monica, CA 90401

### **Torrance**

Torrance Courthouse  
825 Maple Ave  
Torrance, CA 90503

### **Van Nuys**

Van Nuys Courthouse East  
6230 Sylmar Ave  
Van Nuys, CA 91401



## **California Conference for Equality and Justice**

3711 Long Beach Blvd., Suite 1017 Long Beach, CA 90807

The California Conference for Equality and Justice (CCEJ) is a human relations organization dedicated to confronting bias, bigotry and racism through education, conflict resolution and advocacy.

CCEJ, originally founded as the National Conference of Christians and Jews (NCCJ) in 1927, made its home in Long Beach in 1963. By 2005, the Los Angeles, Orange County and San Diego regions merged to form the California Conference for Equality and Justice, an independent 501(c)(3) organization serving all of Southern California.

CCEJ works with county, city and community-based agencies, organizations, corporations and other non-profits providing training for staff, board and community members in the areas of inclusive work places, anti-bias, anti-oppression, restorative justice and human relations work. CCEJ's facilitators are a highly-trained, diverse group of experts who specialize in restorative practices, coaching, strategic planning and the implementation of human relations diversity and inclusion programs. CCEJ's work focuses on a broad range of "isms" – the manifestations of discrimination and oppression based on religion, race, gender, age, ability and sexual orientation – ranging from bias-related crimes and violence to racial profiling to systemic oppression.

**Hours of Operation:** Monday – Friday • 9:00 a.m. – 5:00 p.m.  
Evenings and Weekends by Appointment Only

**Contact Information:** **Kimmey Maniquis**, Executive Director  
**Vanessa Michelle Petti**, Program Director,  
Restorative Practices in Communities (RPIC)  
**Belia Saavedra**, Program Director,  
Restorative Community Conferencing (RCC)  
**Alejandro Haezart**, Restorative Justice Case Manager

**Phone:** (562) 435-8184      **Email:** [kmaniquis@cacej.org](mailto:kmaniquis@cacej.org)  
[vpetti@cacej.org](mailto:vpetti@cacej.org)  
[bsaavedra@cacej.org](mailto:bsaavedra@cacej.org)  
[ahaezaert@cacej.org](mailto:ahaezaert@cacej.org)

**Fax:** (562) 435-8318      **Website:** [www.cacej.org](http://www.cacej.org)

**Description of Services Provided:** Restorative Community Conferencing (victim/offender)  
Community Dispute Resolution (focus on schools, youth and neighborhoods)

**Type of Disputes/Cases Served:** Community Victim/Offender (juvenile cases) Adult cases assessed case by case. Community mediation, family mediation, non-criminal youth cases

**Languages Served:** English, Spanish

**Areas Served:** SPAs 4, 5, 6 and 8 ; SDs 2 and 4

**Fees Charged:** Training and Community cases – Sliding Scale  
Victim/Offender cases – No Charge





## **California Lawyers for the Arts**

Arts Arbitration and Mediation Services  
12304 Santa Monica Blvd., Suite #304  
Los Angeles, CA 90025

California Lawyers for the Arts empowers the creative community by providing education, representation and dispute resolution.

Arts Arbitration and Mediation Services (AAMS), a program of California Lawyers for the Arts (CLA), has provided alternative dispute resolution to artists and entertainers since 1980. CLA started AAMS, which was the first alternative dispute resolution program in the country to specifically tailor its services for the arts and entertainment communities, as a natural extension of the organization's mission to provide preventative education and appropriate means of self-help for artists, who often become involved in business arrangements without being fully informed of the legal consequences.

CLA established a special alternative dispute resolution program for the arts after noticing that disputes involving artists, performers and arts organizations, while varied in legal content, may revolve around a set of central themes which would be foreign in the contexts of other dispute resolution programs. Recurring themes include the emotional issues involved with the content of artistic work, credit for work performed and the factors contributing to the production of the work.

**Hours of Operation:** Monday – Friday • 9:00 a.m. – 5:00 p.m.  
Evenings and Weekends by Appointment Only

**Contact Information:** Rebecca Ruschell, Program Director (Santa Monica)  
Alma Robinson, Executive Director

**Phone:** (310) 207-0001  
**Fax:** (310) 998-5594

**Email:** [rebecca.ruschell@calawyersforthearts.org](mailto:rebecca.ruschell@calawyersforthearts.org)  
**Website:** [www.calawyersforthearts.org](http://www.calawyersforthearts.org)

**Description of Services Provided:** California Lawyers for the Arts (CLA) provides dispute resolution services including mediation, conciliation, arbitration and facilitation. CLA also offers dispute resolution training.

**Type of Disputes/Cases Served:** Contract, Landlord/Tenant, Partnership, Neighbor, Family, Real Estate, Business, Arts, Entertainment

**Languages Served:** English and Spanish

**Fees Charged:** Sliding Fee Scale

**Areas Served:** Burbank, Glendale, Newhall, Northridge, San Fernando, San Fernando Valley, Santa Clarita, Val Verde, Westlake Village, East & West Valley areas

**Other Service Locations:** Various locations throughout Los Angeles County.





## **Center for Conflict Resolution**

7806 Reseda Blvd, Reseda, CA 91335

The Center for Conflict Resolution (CCR) is a, non-profit organization, founded in 1983, with roots in the Christian Legal Society. CCR operates under a Board of Directors, Executive Director, Office Staff and Volunteer and Community Mediators.

CCR is committed to serving the community through its work in bringing peace and creating peacemakers.

The work that is provided in the Small Claims/Unlawful Detainer/Civil Harassment Court mediation program is funded by a grant from the County of Los Angeles under the State of California's Dispute Resolution Program's Act of 1986. This major funding to our operation has allowed the Center for Conflict Resolution to provide continuous services to various courthouses around Los Angeles County since 1988.

**Hours of Operation:** Monday – Friday • 8:00 a.m. – 5:00 p.m.

**Contact Information:** Chris Welch, Executive Director

**Phone:** (818) 705-1090

**Email:** [office@ccr4peace.org](mailto:office@ccr4peace.org)

**Fax:** (800) 572-9017

**Website:** [www.ccr4peace.org](http://www.ccr4peace.org)

**Description of Services Provided:** The Center for Conflict Resolution is a premier provider of Alternative Dispute Resolution (ADR) and conflict management resources, attending to the needs of the larger community. Specifically through court-annexed mediation programs, community mediation initiatives, peer mediation programs and Christian faith-based mediation. CCR provides services of the highest professional quality at the lowest possible cost to all that seek assistance in the interest of bringing peace and creating peacemakers.

**Type of Disputes/Cases Served:** Personal Injury/Property Damage, Neighbor/Neighbor, Workplace, Landlord/Tenant, Organizations, Family/Domestic, Consumer/Merchant, Government/Public Agency, Student/Student

**Languages Served:** English and Spanish

**Areas Served:** Burbank, Glendale, Newhall, Northridge, San Fernando, San Fernando Valley, Santa Clarita, Westlake Village, East & West Valley areas

**Fees Charged:** To be determined

**Day-of-Hearing Court Service Locations:** Mediation services are also provided at specific Los Angeles Superior Courthouses

### **Alhambra**

Alhambra Courthouse  
150 West Commonwealth  
Alhambra, CA 91801

### **Downey**

Downey Courthouse  
7500 East Imperial Highway  
Downey, CA 90242

### **Inglewood**

Inglewood Courthouse  
One Regent Street  
Inglewood, CA 90301

### **Pomona**

Pomona Courthouse South  
400 Civic Center Plaza  
Pomona, CA 91766

### **Van Nuys**

Van Nuys Courthouse East  
6230 Sylmar Avenue  
Van Nuys, CA 91401

## **Centinela Youth Services, Inc.**

11539 Hawthorne Blvd, Suite 500, Hawthorne, CA 90250



Centinela Youth Services, Inc. (CYS) is a 501c3 non-profit community-based organization established in 1975 by the Cities of Hawthorne, Lawndale, Inglewood, Gardena and the County of Los Angeles. The mission of CYS is to strengthen families and communities by empowering Los Angeles area youth (7-21 years of age) to resolve conflicts and overcome obstacles in order to become successful students and contributing adults.

CYS has trained over 8,000 student and 1,000 adult volunteer mediators; completed more than 2,000 mediations between youth offenders and their victims; and restored communication and respect between nearly 3,000 youth and their parents. The impact on vulnerable youth can be measured in lives changed and lives saved. CYS receives referrals from long-standing community partners that include Los Angeles County Dispute Resolution Program, Los Angeles County Probation, four local law enforcement agencies, and 35 K-12 schools in five school districts. Program referrals also come from community partners such as churches, social service agencies and numerous self-referrals. CYS' caring and professional staffs have grown from three employees to fourteen trained and ethnically diverse employees and over 100 volunteer mediators and interns.

**Hours of Operation:** Monday • 8:00 a.m. – 6:00 p.m.  
Tuesday – Thursday • 8:00 a.m. – 8:30 p.m.  
Every other Friday • 8:00 a.m. – 5:00 p.m.

**Contact Information:** Jessica Ellis, Director  
Maritza Molina, Mediation Unit Supervisor  
**Phone:** (310) 970-7702 **Email:** [info@cys-la.org](mailto:info@cys-la.org)  
**Website:** [www.cys-la.org](http://www.cys-la.org)

**Description of Services Provided:** Since 1992, CYS has become a leading agency in providing a variety of mediation and conflict resolution services to some of LA County's most vulnerable youth. CYS utilizes effective restorative justice approaches to teach youth effective methods to resolve conflicts without aggression at home, school and in their community in order to reduce the number of youth attached to the juvenile justice system.

**Type of Disputes/Cases Served:** Victim Offender Mediations (VORS), Parent-Youth Mediation (FARS), Peer Mediation and Conflict Resolution Workshops (STARS)

**Languages Served:** English and Spanish

**Areas Served:** Atwater, Bellflower, Beverly Hills, Boyle Heights, Cerritos, Compton, Culver City, Downtown, Eagle Rock, Echo Park, Florence, Glassell Park, Hancock Park, Hawaiian Gardens, Hollywood, Huntington Park, Inglewood, Koreatown, La Mirada, Lakewood, Long Beach, Lynwood, Malibu, Manhattan Beach, Marina del Rey, Maywood, Montebello, Pacific Palisades, Palos Verdes, Park La Brea, Pico Rivera, Playa del Rey, Redondo Beach, San Pedro, Santa Monica, Signal Hill, Silverlake, South Los Angeles, Southgate, Torrance, Venice, Vernon, Watts, West Hollywood, Westchester, Whittier

**Fees Charged:** None

**Other Service Locations:** CYS services the South Central Los Angeles area and can meet at a local Community Center convenient to the participating parties within Los Angeles County upon request.



## **City of Norwalk Dispute Resolution Program**

11929 Alondra Blvd, Norwalk, CA 90650

The City of Norwalk Dispute Resolution Program provides mediation and conciliation services free of charge to persons that reside primarily in Norwalk and Los Angeles County.

**Hours of Operation:** Monday – Friday • 8:00 a.m. – 5:00 p.m.

**Contact Information:** Jose L. Menendez

**Phone:** (562) 929-5603

**Email:** [jmenendez@norwalkca.gov](mailto:jmenendez@norwalkca.gov)

**Description of Services Provided:** The City of Norwalk Social Services Department offers a Dispute Resolution Program to help resolve tenant/landlord, consumer/merchant, and neighborhood disputes. Trained staff help individuals settle disputes and avoid costly court fees, saving time and money. Services are confidential and offered at no cost to Norwalk residents.

**Type of Disputes/Cases Served:** Landlord/Tenant Matters, Consumer/Merchant, Small Claims, Neighbor-to-Neighbor Disputes, Business (formation/dissolutions, disputes, and transactions), and Family/Domestic

**Languages Served:** English and Spanish

**Areas Served:** Bellflower, Cerritos, Hawaiian Gardens, Huntington Park, La Mirada, Lakewood, Maywood, Montebello, Norwalk, Pico Rivera, Signal Hill, South Gate, Vernon, Whittier

**Fees Charged:** Free Services

## **Korean American Coalition – Los Angeles**

Alternative Dispute Resolution Center (4.29 Center)  
3727 W 6<sup>th</sup> Street, Suite 305, Los Angeles, CA 90020



The Korean American Coalition is a non-profit, non-partisan community organization. KAC was established in 1983 to promote the civic concerns, civil rights and community affairs of the Korean American community through education, community organizing, leadership development and coalition-building with diverse communities.

The KAC Alternative Dispute Resolution (ADR) Center was founded in response to the ethnic upheaval that devastated parts of Los Angeles during the 1992 Los Angeles Riots. Special focus is placed on working with the diverse ethnic populations of Los Angeles County, which keeps cases out of California's overloaded court system.

The KAC ADR has successfully mediated over a thousand cases in the past decade. Our mediation process guarantees confidentiality and protects both parties from a civil lawsuit unless mutual consent is given.

**Hours of Operation:** Monday – Thursday • 9:00 a.m. – 6:00 p.m.

**Contact Information:** Andy Yoo, Mediation Director  
Sophia Shin, Outreach Coordinator

**Phone:** (213) 383-4290

**Email:** [mediation@kacla.org](mailto:mediation@kacla.org)

**Website:** [www.kacla.org](http://www.kacla.org)

**Description of Services Provided:** KAC provides free services to low income families; fast, fair and effective ways to solve disputes with neighbors, tenants & landlords, consumer disputes and senior citizen abuse.

**Type of Disputes/Cases Served:** Tenant/Landlord, Neighbor/Neighbor, Consumer/Merchant

**Languages Served:** English and Korean

**Areas Served:** all of Los Angeles County

**Fees Charged:** Free Services



## **Los Angeles County Department of Consumer Affairs and Business Affairs**

Kenneth Hahn Hall of Administration

500 W Temple Street, Room B96, Los Angeles, CA 90012

The County of Los Angeles Department of Consumer and Business Affairs (DCBA) has a long history of working to ensure a fair marketplace for Los Angeles County residents. DCBA's mission is to serve consumers, businesses and communities through education, advocacy and complaint resolution to promote a fair and vibrant marketplace in Los Angeles County.

**Hours of Operation:** Monday – Friday • 8:00 a.m. – 4:30 p.m.

**Contact Information:** Maritza Gutierrez, Project Manager

**Phone:** (213) 974-9415

**Email:** [mediation@dcba.lacounty.gov](mailto:mediation@dcba.lacounty.gov)

**Website:** [www.dcba.lacounty.gov](http://www.dcba.lacounty.gov)

**Description of Services Provided:** The DCBA provides free dispute resolution services to residents and businesses of Los Angeles County. Skilled, third-party neutrals assist individuals in coming together and finding resolutions to their disputes. Additionally, DCBA is the only government agency that is a provider for court-connected mediation. DCBA conducts on-the-spot mediation in Los Angeles County Superior Court, with cases ranging from Limited Civil jurisdiction litigation to Unlawful Detainer and Small Claims cases. These mediations help to alleviate the heavy burden of overcrowded calendars in many courtrooms.

**Online Dispute Resolution (ODR):** Parties can select the schedule and type of Online Dispute Resolution that works best for them. They can live chat with a mediator, submit an offer to settle, or participate in a video mediation.

**Type of Disputes/Cases Served:** Landlord/Tenant, Creditor/Debtor, Personal Injury/Property Damage, Contract Disputes, ADA Disputes, Neighbor/Neighbor, Business Disputes, Consumer/Merchant, Family/Domestic, Government/Public Agency, Homeowner Association, Schools

**Languages Served:** Any language spoken in Los Angeles County

**Areas Served:**

Alhambra, Altadena, Azusa, Burbank, Compton, El Monte, Florence, Glendale, Inglewood, Irwindale, La Puente, Long Beach, Lynwood, Manhattan Beach, Newhall, Northridge, Palos Verdes, Pasadena, Pomona, Redondo Beach, San Dimas, San Fernando, San Fernando Valley, San Gabriel Valley, San Pedro, Santa Clarita, South Los Angeles, Val Verde, Watts, Westlake Village

**Fees Charged:** No Costs/Free Services

**Day-of-Hearing Court Service Location:**

**Stanley Mosk Courthouse**

Stanley Mosk Courthouse

Superior Court of CA – County of Los Angeles

111 North Hill Street

Los Angeles, CA 90012

8:30am-12pm

## **The Loyola Law School Center for Conflict Resolution**

800 S Figueroa Street, Suite 1140, Los Angeles, CA 90017



The Loyola Law School Center for Conflict Resolution, a community-based mediation program, has served over 45,000 Los Angeles County residents since 1993, providing bilingual (English/Spanish) conflict resolution training and mediation services, including telephone conciliation and large group facilitation services. These services are provided by professional mediators alongside Loyola Law School students. The Center has 300 to 400 cases pending at any given time, which comes directly from members of the community and from social, government and legal services agencies. The Center provides mediation, conciliation and facilitation services, and conflict resolution training to the communities throughout Los Angeles County (particularly those adjacent to the Law School), and to students, faculty and staff at Loyola.

**Hours of Operation:** Monday – Thursday • 9:00 a.m. – 6:00 p.m.  
Friday • 8:00 a.m. – 5:00 p.m.  
Evenings and Weekends by Appointment Only

**Contact Information:** Mercedes Smith  
**Mailing Address:** 919 Albany Street, Los Angeles, CA 90015  
**Phone:** (213) 736-1145 **Email:** [ccr@lls.edu](mailto:ccr@lls.edu)  
**Website:** [www.lls.edu/CCR](http://www.lls.edu/CCR)

**Apply Online for Help:** [www.lls.edu/CCR/HelpRequest](http://www.lls.edu/CCR/HelpRequest)

**Description of Services Provided:** General Conflict Resolution Services include: Mediation and Conciliation (Telephone Mediation) in All Types of Disputes, Classic and Collaborative Divorce Mediation, Group Facilitation, Communication Skills Training, Mediation Training, Consumer-Debt Options Counseling, and Mediator in Residence Community Partnerships for Service and Referral.

**Type of Disputes/Cases Served:** The Center provides these services in virtually any type of conflict where the parties are willing to participate. Specialty areas include: consumer-debt, disability, divorce, employment, family, landlord-tenant, and neighbor-to-neighbor cases.

**Languages Served:** English, Spanish and other languages based on availability

**Areas Served:** all of Los Angeles County

**Fees Charged:** -Community Cases are on a sliding fee scale based on 1<sup>st</sup> person to contact the Center  
-No One Is Charged Who Cannot Afford to Pay  
-Private Business/HOA/Legal Disputes: \$250/hour, split amongst parties, plus sliding fee scale available

**Other Service Locations:** Mediator in Residence Program Locations are being established throughout the County of Los Angeles. Please call (213) 736-1083 for service locations and/or to create a Mediator in Residence Program in your community.



## **Office of Los Angeles City Attorney**

Dispute Resolution Program

Los Angeles City Hall

200 North Spring Street, 14<sup>th</sup> Floor, Los Angeles, CA 90012

The Dispute Resolution Program at the Office of Los Angeles City Attorney provides information, referral, problem assessment, conciliation, mediation, arbitration, fact-finding, training, and consultation services to the public. Mediation is very beneficial because it's fair, quick and free.

**Hours of Operation:** Monday – Friday • 9:00 a.m. – 5:00 p.m.

**Contact Information:** Shaphan Roberts

**Phone:** (213) 978-1880

**Email:** [mediate@lacity.org](mailto:mediate@lacity.org)

**Website:** [www.lacityattorney.org/mediation](http://www.lacityattorney.org/mediation)

**Description of Services Provided:** The Office of the LA City Attorney provides dispute resolution services for any Los Angeles resident, or person who has conducted business in LA County and is involved in a dispute. The Dispute Resolution Program also provides free basic mediation training and consultation services.

**Type of Disputes/Cases Served:** Business, Community, Consumer/Merchant, Discrimination, Landlord/Tenant, School, Neighbor to Neighbor, and Race Relations

**Languages Served:** English and Spanish

**Areas Served:** Atwater, Beverly Hills, Boyle Heights, Burbank, Compton, Culver City, Downtown, Eagle Rock, Echo Park, Florence, Glassell Park, Glendale, Hancock Park, Hollywood, Inglewood, Koreatown, Long Beach, Lynwood, Malibu, Manhattan Beach, Marina Del Rey, Newhall, Northridge, Pacific Palisades, Palos Verdes, Park La Brea, Playa del Rey, Redondo Beach, San Fernando, San Fernando Valley, San Pedro, Santa Clarita, Santa Monica, Silverlake, South Los Angeles, Torrance, Val Verde, Venice, Watts, West Hollywood, Westchester, Westlake Village

**Fees Charged:** Free Services





## **Office of Los Angeles City Attorney**

Neighborhood Justice Program

Los Angeles City Hall East

200 North Main Street, 9<sup>th</sup> Floor, Los Angeles, CA 90012

First-time non-violent misdemeanor offenders are poorly-served by existing "one size fits all," punishment-based systems. The Neighborhood Justice Program (NJP) offer an individualized mediated intervention for certain criminal offenders through participation in a voluntary and confidential pre-criminal filing diversion process that utilizes restorative justice principles to address the harm caused by the offender to the victim/community, and repairs that harm while reducing the negative impact of a criminal record and providing offenders the assistance they need to prevent a future life of crime.

**Hours of Operation:** Monday – Friday • 9:00 a.m. – 5:00 p.m.

**Contact Information:** Jose A. Egurbide

**Phone:** (213) 978-4096

**Email:** [jose.egurbide@lacity.org](mailto:jose.egurbide@lacity.org)

**Website:** <http://www.lacityattorney.org/#!/njp/c1f6x>

**Description of Services Provided:** NJP offers meaningful, individualized mediation-based victim/offender diversion model aimed at changing behavior, reducing recidivism, and providing opportunities for individuals to succeed by identifying neighborhood criminal justice issues, attempting to prevent those issues from recurring by intervening at early stages when prevention can be more effective, and diverting offenders from incarceration to alternatives that address the drivers of criminal behavior while providing opportunities for offenders to take steps to restore themselves, as well as the individuals and communities that have been harmed by their conduct. Its neighborhood-based community justice panels also encourage and empower residents to become part of the solution, improving effectiveness and ensuring sustainability.

**Type of Disputes/Cases Served:** All misdemeanor criminal activity reports (excluding any family violence, sexual abuse, crimes of violence involving an injury or use of a weapon, vehicular/driving offenses, drug offenses, gang-related offenses, forgery-related offenses and crimes against police officers) committed by an adult (18+) within the City of LA are considered for eligibility. Offenders participate in voluntary and confidential community panel discussions with the victim, three members of the community and a neutral trained mediator. At the conclusion of each panel, the parties agree to sign a Restorative Justice (RJ) Agreement detailing obligations the participant will complete within a two-month period. Obligations may include community service, letters of apology, reflection essays, or competency development. If the participant completes all agreed-upon obligations the case is never filed. If they do not, the case is returned to the City Attorney's Criminal Branch for traditional criminal filing and prosecution.

**Languages Served:** All languages

**Areas Served:** City of Los Angeles

**Fees Charged:** Free Services